

PATENT  
BRENDA 5

automatically preparing the complaint based on the information and any additional information received from the complainer,

automatically presenting the prepared complaint to the complainer for approval to generate an approved complaint, and

automatically forwarding the approved complaint, including the information identifying the complainer, to the complaine. --

Add new claims 85-89 as below:

-- 85 (new). A method of processing a complaint, comprising:

automatically receiving information from a complainer including information relating to a problem experienced by the complainer and information identifying the complainer,

automatically suggesting a remedy to the complainer,

automatically receiving a response to the suggested remedy,

automatically preparing the complaint based on the information and the response received from the complainer,

automatically presenting the prepared complaint to the complainer for approval to generate an approved complaint, and

automatically forwarding the approved complaint to the complaine.

86 (new). The method of claim 85, wherein the prepared complaint includes emotional state information relating to the complainer.

87 (new). The method of claim 85, further comprising docketing the approved complaint for predetermined actions at predetermined times.

88 (new). The method of claim 85, further comprising providing a response from the complaine to the complainer.